

Commonwealth Office of Technology

Rated Service Description

Enterprise Tape Backup Service		Rate
ST20	Per Megabyte charges for backup\restore transfers, billed monthly The ST20 service offers backups of application or other user data via the Tivoli Storage Manager Enterprise Edition (TSM EE) product and methodology.	\$0.005
ST20	Includes the following HARDWARE All server hardware necessary to support the TSM Enterprise Edition Servers All tape libraries and tape drives necessary to support the TSM Enterprise Edition Servers Tapes required to accommodate backup volumes	
ST20	Includes the following SOFTWARE TSM Enterprise Edition Base Client software is provided at no cost to perform backup/restore functions TSM Enterprise Edition Total Data Protection clients for Oracle, SQL and Exchange are available at an additional charge	
ST20	Includes the following SERVICES Maintenance and monitoring to keep the backup service up and fully functional Assist system administrators with the initial installation and configuration of the TSM client on the server to be backed up, if necessary. Assist system administrators with scheduling of daily TSM backup execution for each TSM "node name" if necessary. 24 X 7 X 365 support by Operations and access to the Commonwealth Service Desk Storage support staff are available on-site Monday - Friday, 7:30am to 5:00pm. Storage support staff are on-call for after-hours, emergency support	
ST20	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none">· 24x7 Phone support: 502-564-7576· Toll free support number: 800-372-7434· Via e-mail CommonwealthServiceDesk@ky.gov Complete and submit COT Form F-180 to the Commonwealth Service Desk with your request to initiate this service. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm	
ST20	Additional Service Clarifications The ST20 service provides Enterprise class backups only. COT does not support backups to remote, non-enterprise, devices. The ST20 service is available for Server-class platforms only. Desktops/Laptops are not eligible for TSM backups. The TSM Enterprise Edition backup environment is part of the COT Disaster Recovery contract with IBM. All backup tapes are taken offsite daily COT's oversees all changes to the enterprise via the Change Management process. Non-scheduled and/or emergency changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.	